Government Business Intelligence Competency Center

Appropriations Sub-committee on General Government

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What is Business Intelligence and the GBICC?
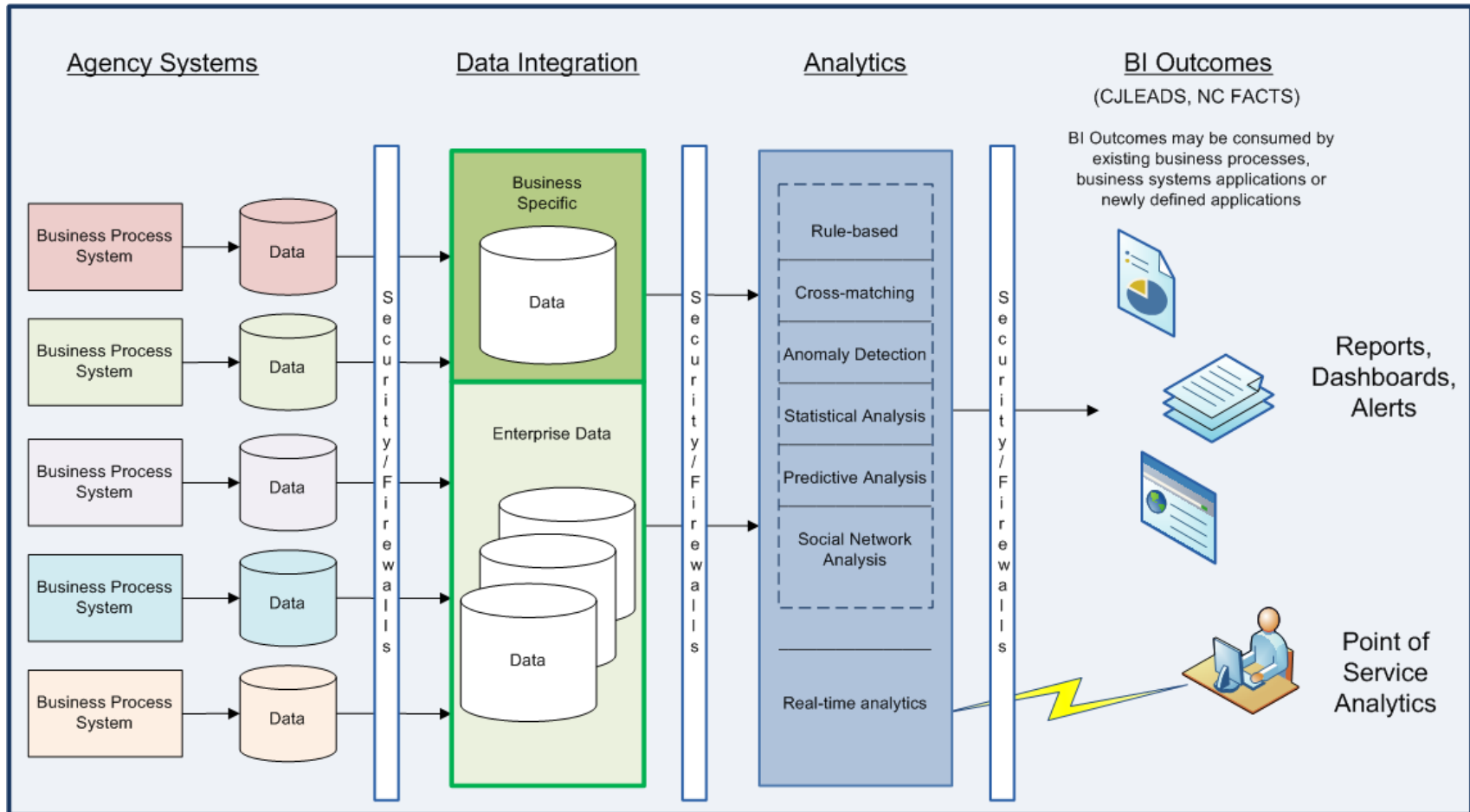
Business Intelligence

Business intelligence is a broad category of tools, applications and technologies that support gathering, analyzing, and accessing data to improve business decision making. Business intelligence may include data mining, query and reporting, analytical and statistical analysis, forecasting and relationship analysis.

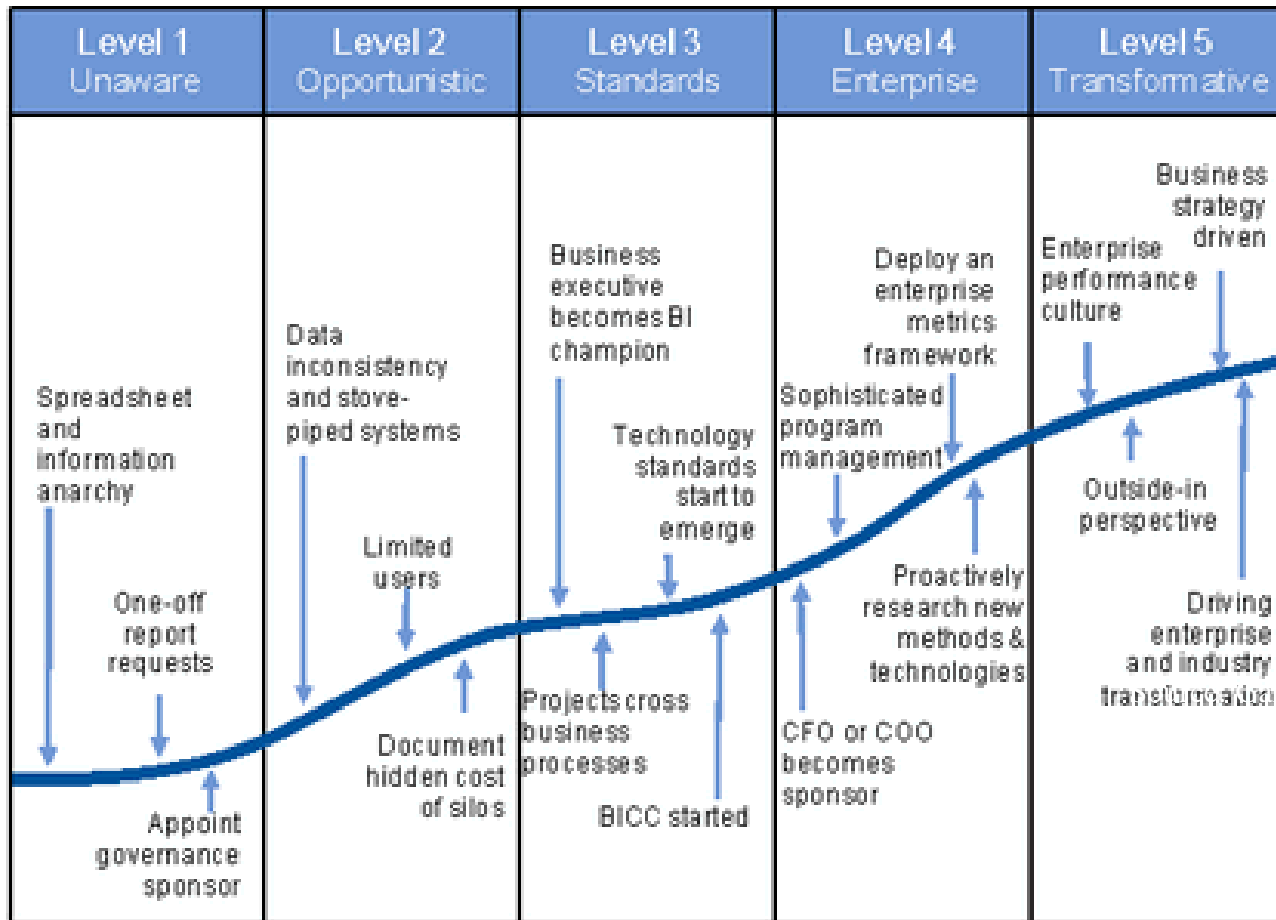**Government Business Intelligence Competency Center (GBICC)**

The GBICC is an enterprise program to promote the use of North Carolina's data as an asset to support business decisions. The GBICC will foster interagency collaboration among and between the branches of governments and their sub-units to establish statewide standards for BI initiatives and to improve data sharing, quality and consistency. It will facilitate identification of enterprise technologies and tool-sets, seek to improve efficiency and effectiveness in enterprise BI efforts and help prioritize BI project implementation.

Business Intelligence

BI Maturity Model

Level 1 Unaware | Level 2 Opportunistic | Level 3 Standards | Level 4 Enterprise | Level 5 Transformative

BI = business intelligence
BICC = BI competency center

Source: Gartner (August 2010)

GBICC

The purpose of the GBICC is to support coordinated, effective and efficient development of North Carolina BI capability to generate greater efficiencies in, and improved services by State agencies.

Objectives

- Determine the State's current BI efforts and identify BI current and future needs
- Manage data governance to resolve inhibitors to and facilitate interagency data sharing
- Recommend an enterprise BI strategy to ensure BI projects support enterprise efforts
- Lead and support the implementation of BI solutions to meet the State's business needs
- Establish data standards and governance to foster interagency sharing and data consistency
- Research and development of BI solutions to support informed decision making

GBICC

Current Status:

- GBICC program management activities:
  - Build consensus and support for BI through stakeholders work groups
  - Develop an inventory of available data sources
  - Establish data standards
  - Implement governance policy and procedures

- Current work areas of focus:
  - Workers Compensation Insurance Compliance and Employee Misclassification
  - State Health Plan Analytics Repository

Key Factors for Success:

- Manage the "people" factor first
- Build targeted, easy-to-use solutions to generate demand for information
- Develop the data repository based on business need and with the ability to "re-use" information
- Continue to address governance and data sharing inhibitors

NC FACTS

The **North Carolina Financial Accountability and Compliance Technology System (NC FACTS)** program will strive to develop an enterprise process to detect fraud, waste, and improper payments across State agencies.

Objectives

- To coordinate with State agencies to identify on-going fraud activities, data, and interest in participating in the enterprise fraud, waste, and improper payment initiative

- To set priorities for developing and implementing potential applications

- To identify a pilot application area

- To coordinate with State agencies to recommend program resources necessary to address incidents of fraud, waste, or improper payments identified by the system

Status

- Division of Employment Security

  - Employer compliance analysis

  - Benefit payment analysis

- State Health Plan

- Department of State Treasurer – Retirement Division

CJLEADS

The **Criminal Justice Law Enforcement Automated Data Services (CJLEADS)** program integrates data found in the state's various criminal justice applications to provide up-to-date criminal information in a centralized location via a secure connection for use by state and local government criminal justice professionals.

Objectives

- To provide a comprehensive view of an offender's statewide criminal information through a single web portal, allowing for identification with a photographic image

- To provide an "Offender Watch" capability to monitor offender status

Status

- Deployed statewide

- Over 24,000 courts, corrections and law enforcement using the system statewide

- Continuous improvement to ensure comprehensive data and up-to-date technology

  - Release of mobile version of CJLEADS in July, 2012

  - Functional enhancements to the watchlist and reporting capabilities

  - Focus on real-time access to statewide warrants and federal information